



## PENINSULA RSN

### MANAGEMENT INFORMATION SERVICES POLICIES AND PROCEDURES

**Policy Name:** IS DATA SUBMISSION PROCEDURES

**Policy Number:** 4.03

**Reference:** WAC 388-865-0275

**Effective Date:** 4/2004

**Revision Date(s):** 1/2012

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan

#### PURPOSE

The Peninsula Regional Support Network (PRSN) contracts with Kitsap Mental Health Services (KMHS) to operate its Information Services (IS) in accordance with the PRSN's contract with DSHS and the state-issued Data Dictionary.

All providers within the PRSN are connected to KMHS via VPN tunnel connections via the Internet. All providers use the shared ProFiler® Electronic Health Record. RSN clients are distinguished at the Company level by presence of an RSN Payor record. These procedures describe the internal procedures run by specific agencies and KMHS to transfer data to the state.

#### PROCEDURE

PROVIDER Encounter Preparation Monthly Procedures. As part of normal monthly billing, run edits as defined in current agency billing checklist. Once all edits are completed, services have been posted and the RSN billing batches are created, notify Mary Anne Miller ([mam@kmhs.org](mailto:mam@kmhs.org) or 360-415-5859) of the batch name so the 837P files can be created and sent to the state. As stated in contract, each agency is responsible to have their encounters ready for receipt at the state by 60 days after the close of every month. To allow KMHS processing time, it is preferred these files are ready by 45 days after the close of every month.

Once files are sent, KMHS monitors and processes the ETRR files received from the state that acknowledges the receipt and cites any errors. Errors are reviewed and corrections submitted as indicated by KMHS with assistance/clarification from the provider agency as required. Errors must be corrected and resubmitted if indicated within 30 days of the notification from the state.

#### PROVIDER Weekly Client Data Preparation.

All data required by the current WA State DBHR CIS/Data Dictionary for RSNs must be entered and complete before any client is flagged for RSN services (client has the RSN Crisis or RSN Standard/PACT payors). The current version can be located at <http://www.dshs.wa.gov/dbhr/mhpublications.shtml>.

Once a client record is flagged with the RSN payor, the ProFiler® system checks to ensure all required data is present. If it is not, the state report transaction is held in error until data is corrected. The errors flagged by ProFiler® are sent to the specific agency for correction. Once the data is corrected, the next run in ProFiler® will recognize the correction and include the transaction in the next data send.

If a record clears the ProFiler® system and subsequently errors at the State level, KMH staff review the transactions to ensure there is not a problem with the file that was sent. These errors are corrected by Kitsap Mental Health Services staff (coordinating with the specific agency as needed) and resubmitted.

As specified in contract with WA State DBHR and each agency contract with the RSN, errors must be corrected within 30 days of notification.

## MONITORING

This policy is mandated by contract.

1. This policy will be monitored through use of PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review.
  - PRSN will use a report generated by the Department to identify error statistics and total services received within 60 and 90 days of close of the month in which the service was provided to ensure timeliness is achieved.
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy